

CODE OF CONDUCT FOR CERTAIN HEALTH CARE WORKERS

Western Australia and the Indian Ocean Territories

You have the right to access safe, ethical health care and to be treated with respect. The Code of Conduct protects your rights by setting minimum standards of practice for health care workers who are not registered under the National Registration and Accreditation Scheme (NRAS), or who provide services unrelated to their registration, or who are student or volunteer health care workers. Under the Code of Conduct, health care workers:

MUST

- ✓ Provide safe and ethical health services
- ✓ Obtain consent for treatment
- ✓ Report concerns about other health care workers
- ✓ Act appropriately and timely when something goes wrong
- ✓ Take care to protect you from infection
- ✓ Comply with privacy laws
- ✓ Keep appropriate records
- ✓ Be covered by insurance
- ✓ Display the Code of Conduct and information about making a complaint
- ✓ Respect your choice to seek or continue medical treatment, and cooperate with other practitioners if you do

MUST NOT

- ✗ Put you at risk of infectious medical conditions they have
- ✗ Make false claims about curing serious illnesses such as cancer
- ✗ Misinform you about their products, services, qualifications or training
- ✗ Provide services under the influence of drugs or alcohol
- ✗ Put you at risk due to their own mental or physical impairment
- ✗ Financially exploit you
- ✗ Have an inappropriate relationship with you



Health and Disability Services
Complaints Office

WHAT IF THE CODE OF CONDUCT IS BREACHED?

If you think a health care worker has breached these standards, please contact the Health and Disability Services Complaints Office (HaDSCO).

HaDSCO is an independent Statutory Authority providing an impartial resolution service for complaints about health, mental health and disability services (not covered by the NDIS) in Western Australia and the Indian Ocean Territories.

If a health care worker's conduct presents a serious risk to public health and safety, HaDSCO can investigate, warn the public and prevent the health care worker from practising.

To make a complaint about a health care worker in Western Australia or the Indian Ocean Territories, contact the Health and Disability Services Complaints Office at hadsco.wa.gov.au or (08) 6551 7600.